Waste Management Requirements New Developments

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Terms and Conditions for Multi Occupancy Properties

Medway Council
Serving You

recycle for Medway

Medway norse

1. Introduction and Service Overview

1.1 This guide is to serve architects, housing developers and other Medway Council officers involved in the design and building of proposed developments in Medway. It provides information with regards to waste storage facilities for new Houses and Apartment schemes. This guide is to ensure developers make provision for safe storage and access to waste and recycling within the development.

1.2 When an application has been submitted, Medway Council Waste Services team will need to see proposals and details of storage facilities to be agreed.

1.3 This document has been developed taking guidance from the "***NHBC Foundation Document: Avoiding Rubbish design: Providing for bin storage on new housing developments",*** which addresses not only the functionality of bin storage areas for Households and Apartments, but also the street scene to consider the appearance of sites on collection days long after site completion.

Regard shall be given to the following documents

1.4 British Standard BS 5906:2005 Waste Management in Buildings – Code of Practice

1.5 The Building Regulations 2010 Approved Document H: H6 Solid Waste Storage (2015 edition)

1.6 EN840 standard for 2 and 4 wheeled containers

1.7 HSE Waste and Recycling vehicles in street collection

1.8 HSE the safe use of refuse collection vehicle hoists and bins

1.9 Manual for streets (DTF) (2007)

1.10 NHBC Foundation Report FN60

2. Households – How Residential waste and recycling is collected

2.1 Medway Council operates a kerbside domestic collection service. Residents are required to present their refuse, recycling and garden/food waste on the highway in front of their boundary by 7:00am on the day of collection.

2.2 Where residents are unable to present their waste on the highway, through illness/infirmity, Medway Council Waste Services will assess the need for an Assisted Collection from within the property boundary.

2.3 Refuse, Recycling and Garden/Food waste collections are on a weekly collection schedule, the same day every week and carried out in different collection vehicles.

2.4 A 5L sliver kitchen caddy to assist with disposing of food waste can be collected from Medway Libraries and community hub. These containers are for internal use only and are not collected from kerbside as part of the service.

2.5 Provision for adequate storage and collection of domestic waste and recycling should be included in the layout of all new developments. Drawings must be supplied at the time of application and must include details of the location and dimensions of waste storage areas.

2.6 Collections of larger unwanted household items are provided for all residents of Medway. Residents can book a bulky collection by contacting customer contact. This is a chargeable collection service of unwanted furniture and other household items (this price can be subject to a yearly increase)

3 Household Containers for houses (non flats)

3.1 Household waste containers; provided by Medway council (authorised containers) these are provided fee of charge to residents

- Reusable Blue and White bags for recycling
- Clear plastic non reusable sacks to supplement white reusable bags
- 1 x 240L brown wheeled bin for Garden and food waste
- 1 x 23 litre food caddy for properties that are unsuitable for a wheeled bin for garden and food waste
- 1 x 5L kitchen caddy for food waste (internal use only)

3.2 Medway Council do not provide black sacks, residents are required to purchase these themselves. Residents can store their refuse in a dustbin within the boundary of their property but must present black sacks as an authorised container to the highway for collection.

3.3 Residents are required to place out their waste at the boundary of their property by 7.00 am at the nearest point to the highway on collection day.

3.4 Developers are to include sufficient internal storage for refuse and recycling. This should be Incorporated into the kitchen/utility area, and designated within a unit that can accommodate the segregation of recycling material from other waste and be closed from view and sufficiently ventilated.

3.5 Developers are to include sufficient external storage to accommodate 1 x 240 litre bin, 1 x 50 litre white reusable bag and 1 x 50 litre blue reusable bag and 2 black refuse sacks as a minimum.

3.6 Storage of wheeled bins must be provided for each household and must be able to contain a minimum area that would store 3 x 240L wheeled bins externally for the purpose of organic waste recycling and residual waste.

Dimensions			
Bin Type	Height (mm)	Depth (mm)	Width (mm)
240 L	1085	730	570

3.7 Any storage area provided should be made of hard impervious surface, which can be washed down to remove any residue. These areas must be within the boundary of the property and must not reduce the effective width of the public footpath

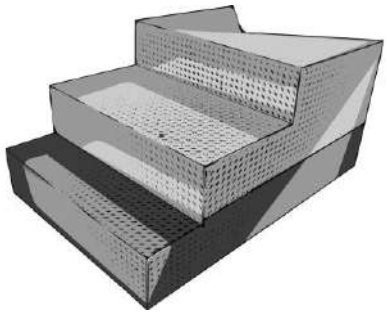
3.8 External storage areas should firstly be considered to the front of the property within the boundary. Adequate screening must be provided, so containers are not visible from the highway, storage areas should be ideally provided in a shaded area.

3.9 Where storage is not possible to the front of properties access should be given to the rear or side with access spaced out as of no less than **every 5th property** to enable waste/recycling to be moved from the rear to the front for collection. Residents should not have to walk further than 30m total to present their containers for collection.

Communal Bin stores for houses that do not form part of the property are not advised. Communal bin stores can be subject to fly tipped rubbish and cause anti-social behaviour problems. Medway Council Waste Services are not responsible for the maintenance of any bin stores. Should they become fly tipped or lapse into a poor condition we will not collect waste from the store.

Waste collection crews collecting from individual households will not:

- Carry waste sacks further than 10 metres from the highway to the collection vehicle
- Carry containers or move 240L wheeled bins more than 15metres from the highway to the collection vehicle
- Negotiate steps with either sacks, containers or bins



10 metres

4 Vehicles and Access

4.1 Where collection vehicles are required to access the development to carry out collections the Following should be incorporated; Manual for street (DFT) (2007) this provides guidance on the design and construction of new residential streets and access roads.

Roadway Strength

4.2 Roads should have foundations and hard wearing surface capable of withstanding a fully laden waste collection vehicle which weighs 26 tonnes. Waste collections in Medway require that 3 collection vehicles attend site each week. Roads must be constructed to an adopted highway standard. All access roads, manhole covers and road grating must be constructed to withstand the gross vehicle weight of 26 tonnes and axle of 11.5 tonnes. If a road is not constructed to the required public highway standard the collection vehicles will not travel along the road.

Drop Kerbs

4.3 There must be drop kerbs at all collections points and at all storage chambers to enable the safe collection of waste with regards to minimising manual handling.

Loading

4.4 Vehicles undertaking collections must be able to stop for loading in a safe and legal position where they will not obstruct other traffic or pedestrians

Sufficient turning circle

4.5 the vehicle specifications used by Medway Council are detailed in 4.9. Plans must show vehicle tracking for entrance/exit and turning on the site.

On street parking

4.6 Roads and access roads should incorporate sufficient parking restrictions to allow for safe passage of vehicles into these areas of the site. On street parking should be discouraged.

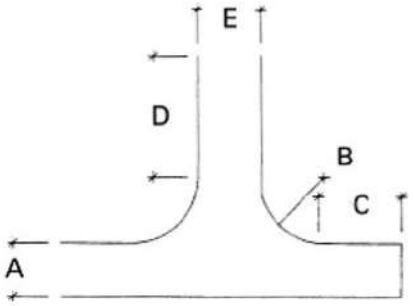
Reversing

4.7 Waste collection vehicles should not be required to reverse, where this is unavoidable i.e. exceptional circumstances the vehicle should never be required to reverse more than 12 metres or up or down a road. Developers should design roads layouts so that waste collection vehicles are not required to reverse in from or out from the public highway.

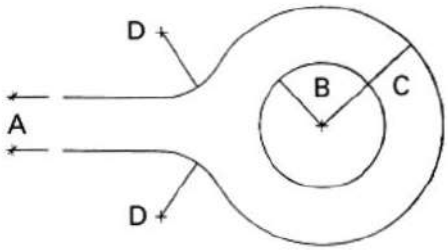
Road Markings

4.8 Waste Collection vehicles cannot stop to carry out collections from containers where there are road marking restrictions or features in place, for roads where vehicles are not permitted to stop alternative collection locations must be sourced by the developer.

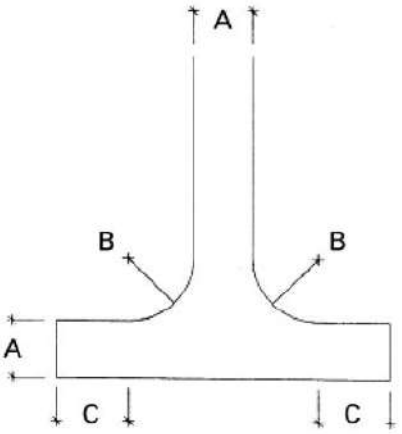
4.9 Minimum turning areas required for Refuse Collection Vehicles



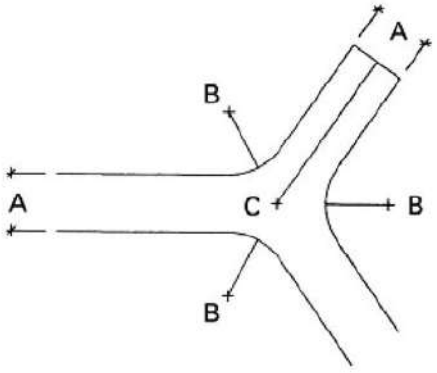
A	5m
B	6m
C	7m
D	5m
E	5.5m



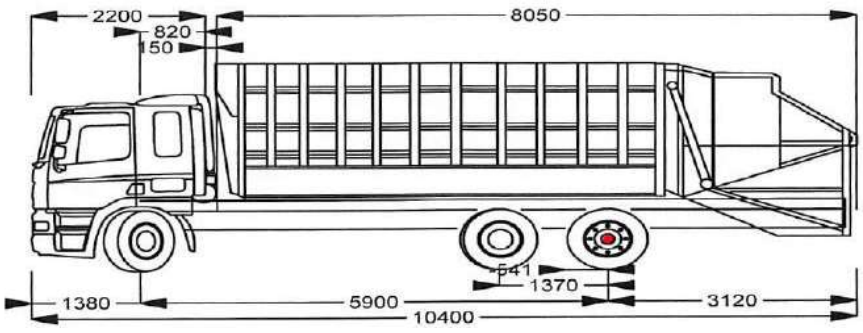
A	5m
B	5.75m
C	11.5m
D	6m



A	5.5m
B	6m
C	6.7m



A	5.5m
B	10.5m
C	16.6m



mm

5 FLATS / APARTMENTS

Storage Chambers

5.1 For developments of 6 or more households 1100 litre euro bins must be provided for refuse and recycling. For developments of 6 or less households a kerbside collection service will be implemented. A 1100 litre euro bin holds approximately 10 – 12 sacks.

Location

5.2 Waste/recycling storage areas:

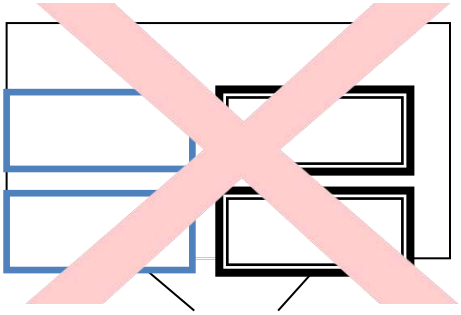
- Must be within the footprint of the development
- Should be within 30 metres of the dwelling. Residents should not be required to walk more than 30 metres from their front door (excluding vertical distances) when carrying refuse and recycling
- Must be at street level and be located where the collection vehicle can safely park
- Waste storage areas should be located away from the main entrance to the building and be constructed so that each container can be removed directly to the outside, without passing through any part of the building
- If vehicular access to the site is necessary, there should be sufficient space for the Refuse Collection Vehicle (RCV) to turn from the main road into the site.
- Waste storage capacity should be designed to ensure that there is sufficient space available to contain the waste generated by the proposed development.
- Bin storage chambers should not be used for the storage of resident's personal possessions. Separate areas for bicycles or other storage requirements should be provided.

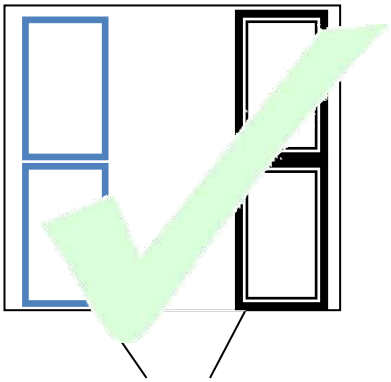
Construction

5.3 Construction of Storage Chamber:

- All communal storage chambers to be constructed with access at street level and incorporate all guidance points below.
- Must be designed allowing containers to fit side by side (width to width), enabling the lid to be opened by any person depositing waste/recycling directly in front of them. Access (doorways) must be a minimum of 2m by 2 m to allow the safe removal and return of the containers
- It must be possible to remove the container horizontally during removal and replacement. Sufficient spaces should be provided to allow that a bin can be removed without the need to move another container.

- There should be sufficient clear space of 150mm between the containers to allow for ease of movement. Residents should not have to squeeze past bins to access the furthest bins.





- There must means of washing the bin chamber and a trapped gully must be provided to enable the cleansing of the storage chambers.
- The design of the bin store chamber should have regard to accessibility for the elderly and disabled
- The chamber must be permanently ventilated. If the bin storage area is over-looked, it is recommended that it be of brick construction with a permanent roof.
- Internal height of the chamber must allow the lid to be opened without having to be removed from the storage area. A minimum headroom of 2.2 meters is required.
- Must be constructed to prevent vermin
- The floor should be constructed to take into account adequate drainage. The surface must be easy to keep clean.
- Doors must be fitted with a mechanism to enable the door to stay open to ensure safe collections are carried out.
- Doors must be able to be opened from the inside and outside of the bin store.
- All bin chambers should have adequate lighting, artificial or natural to ensure that collections can be carried out safely.

Access for collection crews and bins

5.4 For large Eurobins the path from the storage area to the vehicle should be:

- Free of steps or kerbs (dropped kerbs are required) and non-slip
- A minimum of 2 meters wide to enable the safe manoeuvring of the wheeled container
- Be rendered with a smooth continuous finish – no cobbles etc.
- Be flat or slope from the storage chamber at a gradient no more than 1:12
- Route must be free from obstruction, if the path is adjacent to a parking bay barriers must be installed to prevent collision of container with a vehicle.

5.5 Access to the bin store area

Must not go through other parts of the building. Lockable gates/doors are recommended to prevent unauthorised access.

These must be either FB1, FB2 or punch code locks. Any lockable door or padlocked store area requiring a key **will only be serviced if it is either FB1 or FB 2 type** and a minimum of three (3) keys are provided to the Waste Services team. This is to ensure that the residual waste, recycling waste and bulky waste vehicles can access the bin store , should key code key pad be used the same code number must be used on all the bins stores.

Bin Store requirements Legislation

Requirement	Legislation	British Standards
Siting of bin storage area	Approved Document H section H6 1.8, 1.9, 1.10, 1.11,1.12	
Distance from bin store to Vehicle	Approved Document H section H6 1.11 Manual Handling regulations 1992	BS5906:2005 section 8
Route from Store to vehicle is free from obstruction	Approved Document H section performance c	BS5906:2005
Drop kerb / ramp in vicinity to the vehicle	Approved Document K – K1	BS5906:2005 section 10
Drop Kerb / ramp at bin store	Approved Document K – K1	BS5906:2005 section 10
level surface from store to vehicle no more than 1:12	Approved Document K – K1	BS5906:2005 section 10
Doors able to be opened from the inside and outside		BS5906:2005 section 8.3
Ventilation store must be permanently ventilated	Approved Document H section H6 1.14	BS5906:2005 section 8.5
Water supply to enable cleansing	Approved Document H section H6 1.15	BS5906:2005 section 8.7
Drainage – trapped gully	Approved Document H section H6 1.15	BS5906:2005 section 8.7
Adequate Natural Lighting		BS5906:2005 section 8.6
Adequate Artificial Lighting		BS5906:2005 section 8.6 BSEN 60529:1992
Bins have enough space to manoeuver for emptying and replacing	Approved Document H section H6 1.14	BS5906:2005 section 8.2
Bin Store height adequate to open lids on bins	Approved Document H section H6 1.14	BS5906:2005 section 8.2
Containers comply with BSEN 840 stamp on bin		BS5906:2005 terms 3.11
Universal key FB1 or FB2		BS5906:2005 section 8.4.2
Plastic drainage can be used but must be weight bearing as A15 m	Approved Document H	BS EN 1401

Drainage weight loads

Group	Class	Max. weight load	Uses
1	A15	1.5 tonnes	Very light duty for pedestrian areas like gardens, patios and driveways
2	B125	12.5 tonnes	Domestic driveway thresholds for family cars, vans and 4x4s
3	C250	25 tonnes	Lightly trafficked roads and small private car parks
4	D400	40 tonnes	Main roads, highways and high traffic areas like public car parks
5	E600	60 tonnes	Industrial estates, loading bays and cargo handling yards
6	F900	90 tonnes	Docks and airports, extreme heavy duty applications

gazebo style open bin shed no roof

- drop kerb at store
- unobstructed walkout to vehicle
- gradient 1:12
- door mechanism
- adequate natural lighting
- adequate run off for water
- drop kerb in vicinity to vehicle
- bins provided to EN840
- FB 1 or 2 keys or key code provided
- if adjacent to parking bay barrier to prevent bin - car contact
- bump strips good practice but not essential
- Drainage covers A15 weight bearing as minimum BS EN1401

brick built shed with pergoda roof

- drop kerb at store
- unobstructed walk out to vehicle
- gradient 1:12
- door mechanism
- adequate natural lighting
- nearby water supply to enable washing out of store
- drainage
- drop kerb in vicinity to vehicle
- bins provided to EN 840
- FB 1 or 2 keys or key code provided
- If adjacent to parking bay barrier to prevent bin - car contact
- bump strips good practice but not essential
- Drainage covers A15 BS EN 1401

brick built enclosed bin shed roof

- drop kerb store
- unobstructed walk out to vehicle
- gradient 1:12
- door mechanisms
- bump mechanism good practice but not essential
- adequate lighting provided (artificial and natural)
- nearby water supply to enable washing out of store
- drainage
- adequate permanent ventilation
- bins provided to EN 840
- FB 1 or 2 keys or keycode provided
- if adjacent to parking bay barrier to prevent bin - car contact
- Drainage covers A15 BS EN 1401

Acceptable Drop kerb directly in front of the bin store

unacceptable retro fit drop kerb

Bin store adjacent to parking space which is not acceptable any parked vehicle will block access to the bin

6 Container specifications for apartments

6.1 Container dimensions of recommended bin types for communal bin stores. Container specifications can be used to design proposed communal bin stores to house containers as illustrated in section 4.7

Volume (Litres)	Height (mm)	Width (mm)	Depth (mm)	Max Load (kg)
1100	1470	1380	1090	450

6.2 Refuse containers must be supplied by the developer. Medway Council does not supply residual containers for refuse. The Council will supply flats/apartments with communal recycling containers, developers should include adequate contained space for both refuse and recycling.

6.3 The provision of refuse containers is the responsibility of the developer, or managing agent, any container must meet requirements EN 840 be suitable for emptying and compatible with Medway Council collection vehicles lifting mechanism. Containers for refuse cannot blue in colour.

6.4 Before purchasing refuse containers the purchaser should contact our current waste collection contractor Medway Norse to obtain exact specifications to ensure the bin is compatible with the vehicles lifting equipment. Bins can be purchased either directly through Medway Norse or any waste container supplier

Medway Norse telephone 01634 283210 or email medwaynorse@ncsgrp.co.uk

6.4.1 Any bins purchased must comply with EN840 which is the European Standard which sets out the basic standard for 2 and 4 wheeled bins

7 Commercial Guidance

7.1 Where mixed developments are proposed, separate storage for residential waste and commercial waste must be provided.

7.2 Medway Council do not currently carry out commercial refuse collections. Other Commercial waste companies and licenced waste carriers can be sourced and used to carry out these collections.

8 New Developments Collection Sign off Procedure

The Health & Safety of the operatives collecting the waste is of upmost importance Medway Council and our current waste collection contractor Medway Norse will only collect waste if the site is deemed safe to collect from.

8.1 When is it safe to operate within new developments?

- In the majority of instances, residents inhabit properties on new developments before the large plant and machinery are withdrawn from site or bin storage areas are completed. It is also common place that residents are moved in before the final layer of road surface is laid, leaving exposed and raised metalwork

- It is unsafe for the vehicles to enter the site while the road surface is substandard. This would cause damage to the road surface. We cannot collect waste from sites that do not have a road strength and type that can withstand the weight of the collection vehicles.

- Until a site is inspected and both agreed by both Medway Council and Medway Norse that the scheme is safe to collect from we cannot collect waste from the occupied properties at the site.

8.2 What happens to residents' waste whilst collection crews are not authorised to enter new development?

- Where possible Medway Council and Medway Norse will arrange with the developer a suitable collection point for refuse to be presented on the developments assigned collection day.

- The placing of the waste at the designated collection point on the collection will be the responsibility of the developer. The developer must contact Medway Council's waste department to agree the location in advance of the first domestic occupation.

- Where there is no suitable collection point the waste collection will remain the responsibility of the developer until the site is deemed suitable to collect from.

8.3 Procedure

- Domestic waste and recycling must be assembled at this point by 7am on collection day. If there is no vermin-proof containment at this point and the sacks become ripped open it shall be the developers responsibility to clear any spillages.

- It is important that developers give pre-warning of any changes to the development that may effect this arrangement.

8.5 Container delivery

- A minimum of 6 weeks notice is required by Medway Norse for the order of refuse bins required for communal bin stores. Developers are responsible for the purchase of refuse bins as advised in section 6. Please be aware that in periods of high demand the suppliers can take longer than 6 weeks to fulfil orders its is best to order the euro bins well in advance.

- When the site is near completion developers/managing agents should contact Medway Norse to arrange purchase of communal refuse bins for apartments, and the first collection arrangements from these bin stores.

- A site visit will be carried out by a Waste Services Officer in conjunction with Medway Norse Supervisors to ensure Eurobins deliveries can be carried out safely to the site.

- Recycle bins will be delivered shortly after refuse bins have been installed within the bin chamber.

Development Address	Developer / Managing Agent

Date of site Visit……..

item	CONDITIONS	COMMENTS	
1	Is the road surface in an acceptable condition for the collection vehicle to traverse over		YES / NO
2	Is there large plant and machinery in the immediate area preventing safe collection of wastes		YES / NO
3	Kerbside collections at boundary of property with highway (if no reasonable walk out distance to vehicle)		YES / NO
4	Collection point safe to access and free from steps		YES / NO
	Waste Storage Provision of bin stores		YES / NO
5	From store to vehicle path is within acceptable walking distance (15 metres BS5906:2005 guidance only)		YES / NO
6	Route from store to vehicle free from obstructions / collisions		
7	**Drop Kerb** in nearby vicinity to vehicle		YES / NO
8	**Drop Kerb** at Bin store		YES / NO
9	**Level surface** from store to vehicle or gradient no more than 1:12		YES / NO
10	**Door Mechanism** to ensure door stays open without the need of manual intervention		YES / NO
11	**Bump Strips** in store or similar method to prevent bins colliding with waste chamber		YES / NO
12	**Water** Tap provided in enclosed bin store with protection from accidental collision damage for example boxed in		YES / NO
13	**Drainage** for enclosed stores or method to enable water run of in hardstanding areas		YES / NO
14	Adequate natural **lightning** / lights installed in enclosed stores		YES / NO
15	Adequate **Ventilation** in enclosed bin store		YES / NO
16	**Bins** fit correctly in store and can be manoeuvred for emptying and replacing after collections		YES / NO
17	**Bin store height** is adequate to ensure lids can be opened		YES / NO
18	If containers are in situ are they stamped with EN 840 compliance		YES / NO
19	FB **Key**s provided or key pad code provided		YES / NO
20	Photos of bin stores taken		MUST
21	Location of bin store or bin store name obtained		MUST

DEVELOPMENT CERTIFIED FOR COLLECTIONS

Medway Norse	Medway Council
Officer	Officer
Signature	Signature

DEVELOPMENT **NOT** CERTIFIED FOR COLLECTIONS

Medway Norse	Medway Council
Officer	Officer
Signature	Signature
Rectification works required before collections can commence (Item number)	

Medway Council – Waste Services
Please contact: **********
(Job title here **********)

Your ref:

Our ref:

Date:

Frontline Services
Regeneration, Community and Culture
Medway Council
Civic Headquarters
Gun Wharf
Dock Road
Chatham Kent ME4 4TR
Telephone: 01634 33****
Facsimile: 01634 33****
Email: **Waste officers name**@medway.gov.uk

Waste Presentation and Collection Arrangements from (insert development name)

Dear

I contact you with regards to the waste presentation and collection arrangements from (insert development name)

Under the Environmental Protection Act 1990. The council has a duty to collect waste from the boundary of a property to the nearest point to the **public highway**. However any new development must be inspected and agreed by our contractor as safe to do so.

The above development despite having residents occupying properties it is not in condition where we can safely access the site to collect residents waste from the kerbside.

A waste contract officer and a representative from our contractor have visited the site, and in the current condition we cannot safely carry out collections at this development. The waste collection vehicles must be able to circumnavigate the site without causing any damage to the vehicle or the development. Heavy plant and equipment must also have finished working in the vicinity.

Until the site is in a completed safe condition the waste collections will be the responsibility of the Developer until otherwise notified by the waste authority, Medway Council.

Yours sincerely

Waste Services Officer

MANAGING AGENTS, LANDLORDS AND HOUSING ASSOCIATIONS TERMS AND CONDITIONS

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Introduction

These terms and conditions apply for anyone who is responsible for managing flats or other properties that have multiple residences. This includes (but is not limited to) Property Management Companies, Housing Associations, Council Housing Departments, Residents Associations, Managing Agents, Landlords and Individuals. (For the purpose of simplicity in this document where managing agent is used it shall refer to all of the above)

This document aims to provide information about the collection services delivered by Medway Council, the level of service you can expect, and what you need to do to ensure you help us to deliver an efficient service to residents.

Service Overview

Medway Council entered into a Joint venture with Medway Norse to provide the street cleansing and waste collections for Medway Council. We work in partnership to ensure we deliver a high quality service. We collect Residual, Recycling and Organic waste weekly on the same day each week.
We offer a bulky waste collection service for larger unwanted items such as furniture, this must be pre booked and a charge is applicable. (This can be subject to a price increase year on year)

There are some items that we will not collect as part of the household waste and recycling collections services. This is because they are not classed as household waste or are hazardous waste.

Access

Bin Stores

Where bin stores have restricted access you must provide either a FB key or if a key pad system is used the code must be provided. FB1 and FB2 keys are used to reduce the need for the operatives to carry many different keys. The Managing agent will be required to provide 3 of the required keys. Where Managing Agents are responsible for multiple properties and use a key pad code system the same code should be used for each building.

Where key codes are used it is the managing agent's responsibility to inform the council of the key codes before the next waste collection. Should codes need to be changed the managing agents are required to inform at the council and provide the new code before the next scheduled collection.
If keys / codes are not provided collections cannot be completed.

It is the managing agent's responsibility to ensure padlocks and key code entry pads are maintained in a good working order.

Access to gated estates / properties

Where access to properties is controlled by electronic gates and access is permitted for the collection vehicles the gate must stay open long enough for the vehicle to pass through. Any damage caused by premature closing of the gate will be the responsibility of the managing agent.

Where access is not permitted waste must be presented at the nearest point to the public highway outside of the gate. Residents will be expected to walk their waste out or the managing agent's caretaker shall present the bin at the nearest public highway for emptying. The collection team will leave the container at the same place it was presented.

Access via buzzer entry system

Where access is via a gated estate/property, residents will need to accommodate the collection vehicles and allow them access. Due to the nature of the collection rounds and the number of properties and collections that must be completed the collection team cannot wait for long periods to be given access.

If access is not given the crews will be unable to collect the waste and residents will have to wait until the next schedule collection day.

Access over private roads

Where a vehicle is required to travel over a private road (not adopted highway) the owner will have to provide Medway Council with an indemnity that we will not be held liable for damage from wear or tear to the road surface. If an indemnity is not possible Medway Council and its contractors reserve the right to not travel across the private area and residents will have to present waste at the nearest public highway. The location shall be agreed by Medway Council.

Containers

Medway Council do not provide containers for residual waste. The responsibility of the provision of refuse containment is the managing agents. These containers can be purchased from Medway Norse or by any other container company. The receptacle must comply with EN840 and be compatible with the lift devices on Medway Norse's collection fleet.

The maintenance of the refuse containers is the responsibility of the managing agent who shall be responsible for ensuring that the containers are in a condition so as to be safely emptied. It is the managing agent's duty to ensure that they can demonstrate compliance with EN840. If at any time Medway Council and its contractor deem the containers to be in such a condition so as to be unsafe we reserve the right to no longer empty the container until such times as repairs or replacements are provided by the managing agents.

Recycling containers

Once the refuse bins have been purchased and installed Medway Council will arrange for communal recycling bins to be delivered to the property for the residents to use to recycle waste. **Residents in flats do not receive individual sacks for recycling as a container is being provided.**

These containers are the property of Medway Council, and as such Medway Council reserve the right to remove these bins should they be found to have items of waste which contaminates the recyclable materials. The council procedure allows for the managing agents and residents to be notified on all occasions before the bin is removed.

Once the recycling bins have been removed will mean the number bins will no longer be sufficient, the managing agent must then purchase additional refuse bins to replace the removed recycling bins. We will not collect any waste that is not contained within a bin.

Overweight Containers

An overweight bin poses a health and safety risk to the operatives. The weight can cause the bin to fall from the vehicle whilst being emptied which damages the container and the lifting devices on the vehicle. In this instance the bin will not be emptied until the amount of waste has been reduced from the container, it is the responsibility of the managing agent to empty the bin and reduce the weight so that it can be safely emptied on the next schedule collection day.

Maintenance of communal areas

If a communal bin store has fly tipped waste, it shall be the managing agents' responsibility to remove the items so that the waste collection operatives can access and empty the bins.

The collection operatives are not responsible for cleansing the bin stores; this is the responsibility of the managing agent. The collection operatives will clear any spillages that occur as a direct result of the collection activities.

The bin store area should be maintained so that collections can be carried out safely. It is the managing agent's responsibility to ensure the bin store chambers do not fall into disrepair making collecting the waste unsafe.

Homeless people and safety of collections

To help prevent any death or serious injury to people sheltering and sleeping in large waste bins the Waste Industry Safety and Health Forum have developed guidance with advice that we recommend managing agents refer to https://wishforum.org.uk/wp-content/uploads/2017/02/WASTE-25-.pdf Doors must be able to open from the inside as well as the outside.

Missed Collections

If a collection has not taken place on the designated collection day, at the fault of the collection contractor and not as a result of issues mentioned above in this document. Medway Norse will return to the address to carry out the missed collection. It MUST be reported to Medway Council within 24 hours of the collection not occurring no later than 3.00 pm the day after collection

Residents and or managing agents can report a missed collection by either telephone customer contact on 333333 or by completing an online form

https://eforms.medway.gov.uk/ufs_live/ufsmain?formid=LE_MISSEDCOLLECTION&ebd=0&ebz=1_1475847839634

We will not return for a missed refuse or recycling collection if:

- Containers are damaged and unsafe
- Container is too heavy to safely lift
- Storage areas are blocked or unsafe due to fly tipped rubbish
- Access has been denied
- Wrong materials are presented for collection
- Recycling is contaminated
- Storage area is unsafe due to poor maintenance or damage
- Missed report was made after 24 hour period

Collections during inclement weather

Health and safety of the public and the collection operatives can be affected during periods of inclement weather should the conditions impact to be detrimental to the service and collections cannot be completed the service is suspended.

In these instances we will endeavour to catch up on collections as quickly as possible, all waste presented at the next schedule collection day will taken.

Difficult Waste

Due to the nature of certain household waste types we politely ask residents to assist us with these waste types so that they can be collected and not cause a mess or nuisance to others.

Paint

- Paint should never be placed into a container for emptying as the tin becomes crushed during the compaction of the waste, the paint then spills out of the vehicle and can cause damage to roads making the environment look unsightly. It is also a banned liquid into landfill.

- Paint must be allowed to dry out by either leaving in a safe place to naturally dry out or by adding soil, cat litter, saw dust or paint drier to the tin. Once the paint has hardened it can then be placed into the bin for collection.

If you have lots of unused paint you can donate this to a community paint project

https://www.recyclenow.com/what-to-do-with/paint

Pet Waste

- Please ensure pet waste is not placed into one bag which can become heavy and split, we politely ask that residents place pet waste double bagged into the refuse bin.

Damage to Property during Collections

Occasionally, during the course of carrying out collections accidental damage can be caused to a property or vehicle by Medway Norse

Under the terms of the contract between Medway Council and Medway Norse, Medway Council are indemnified against any liability. Therefore any insurance claims must be made to Medway Norse directly for their insurance section to process. The Council cannot do this on your behalf.

It is important to provide as much information as possible and to include:

- Location
- Date and time of incident
- Registration of the vehicle involved
- Any witnesses and their details
- Information relating to the incident
- Any photographic evidence

Collection vehicles are fitted with trackers so this information can help them to investigate your claim.

What can be placed into the recycling bin:

Unwanted Household Items (Bulky Waste)

The Following Items can be collected as bulky household waste, residents are required to book and pay for the collection.

Armchair	Air Conditioning Unit	Barbecue
Bath (not cast iron)	Bed (not including mattress)	Bidet
Bicycle	Cabinet	Carpet
Chest of Drawers	Cupboard	Computer
Cooker	Cot	Desk
2 Dining room chairs	Dishwasher	Electric Fire
Extractor Fan	Freezer (food removed)	Fridge (food removed)
Fridge Freezer (food removed)	2 Garden Chairs	Garden Gate
Garden Table	Gas Fire	Headboard
Hi Fi system	Home photocopier	Home shredder
Internal door (no glass)	Ironing Board	Mattress
Microwave	Ottoman	Pouffe
Pram	Satellite Dish	Settee (corner sofa & pouffe) 3 items
Shower Tray	Sideboard	Sink
Small musical instruments	Strimmer	Table (no glass)
Television	Toys	Tumble Dryer
TV aerial	Underlay	Vacuum Cleaner
Wall unit	Wardrobe (no glass / mirrors)	WC Toilet
Washing Machine	Wheelbarrow	Worktop up to 6ft

Container Dimensions

Containers must comply with EN 840 Standard

1. The Container shall be constructed so that it fits on an approved compatible lifting device, the container must automatically locate and lock safely into the lifting device during the lifting operations. Lifting device is compliant with EN1501 – 5
2. The Container shall have 4 swivel castors. Each castor must be capable of withstanding 1/3 of the total permissible weight
3. The container shall fulfil all the performance requirements and tests Of EN840 for its category (10 physical tests)
4. Lifting handles must be strong enough to avoid damage caused by collision or from disconnecting when used to lift the container

SIZE	1100L FLAT	1100L DOME
VOLUME (l)	1047	1148
DEAD WEIGHT KG	51	64
MAXIMUM LOAD	500	530
TOTAL HEIGHT (mm)	1335	1460
TOTAL WIDTH (mm)	1360	1360
TOTAL DEPTH (mm)	1030	1050
UPPER EDGE COMB (mm)	1230	1230
WHEEL DIAMETER (mm)	200	200